



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031305T4PSY
Qualification : COUNSELLING PSYCHOLOGY LEVEL 5
Unit Code : PSY/CU/OS/BC/03/5/B
Unit of Competency : APPLY WORK ETHICS AND PRACTICES

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. You have THREE hours to answer all the questions
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of 3 printed pages

Candidates should check the question paper to ascertain that all the pages are printed as indicated and no questions are missing

SECTION A: (40 MARKS)

Answer **ALL** the questions in this section

1. Addiction to alcohol is one of the factors which affects employee productivity at place of work. State FOUR ways you will support employees addicted to alcoholism. (4 Marks)
2. Drugs and substance abuse is an emerging issue of concern. State FOUR drugs which are commonly abused. (4 Marks)
3. Working as a Team causes productivity and cohesiveness at the workplace. Mention FOUR qualities of good teamwork at the workplace (4 Marks)
4. You have realized that one of your colleagues is struggling with loneliness and frustration after being diagnosed with HIV/AIDS. Highlight FOUR actions he should take after being diagnosed with the disease. (4 Marks)
5. Communication is a key element in every organization. Outline FOUR methods of transmitting information in an organization. (4 Marks)
6. Employees faces various emotions at workplace. Enumerate FOUR common emotions that people handle at work (4 Marks)
7. Providing leisure time at work place is an effective strategy for making a balance between work and life. Identify FOUR advantages of leisure to an individual. (4 Marks)
8. When anger is expressed in an unhealthy way, it ends up distracting everyone at the place of work. Mention FOUR ways to control anger (4 Marks)
9. Own learning is a personal initiative to acquire skills and knowledge. Name FOUR major factors affecting the application of learning at the work place (4 Marks)
10. Management is expected to give feedback to its employees. State FOUR ways of collecting and analyzing feedback. (4 Marks)

SECTION B: (60 MARKS) : ANSWER THREE QUESTIONS

11. Your colleague has complained to you as having stress and is not being recognized at the workplace. Management of stress includes all strategies and processes which can be employed to restore normal functioning in everyday activities.
- a) Advise the workmate on FIVE ethical ways of seeking recognition (10 Marks)
 - b) Identify FIVE ways of managing stress (5 Marks)
 - c) Identify FIVE ways employee can use to enhance job security at the workplace (5 Marks)
12. As a Ward Administrator, you have been appointed to head a team in the County. There is need for teamwork among the staff to solve common problems that can be experienced as they work together.
- a) Explain Five strategies for solving a problem in a team (10 Marks)
 - b) Discuss FIVE common issues that can be experienced in a team (10 Marks)
13. Work ethics are essential principles and values that guide behavior and actions in the workplace. You were recently employed as Manager of ABC Company Limited in your County and you realized that the company does not have a code of conduct.
- a) Advise the Human Resource Manager on the FIVE benefits of having a code of conduct (10 Marks)
 - b) Discuss FIVE contexts in which learning opportunities arise in the workplace (10 Marks)
14. You have been invited to talk to a group of youths about time management and drug and substances abuse
- a) Discuss Five importance of time management in an organization (10 Marks)
 - b) Explain FIVE ways in which organization can adopt in order to manage drug and substance abuse (10 Marks)